

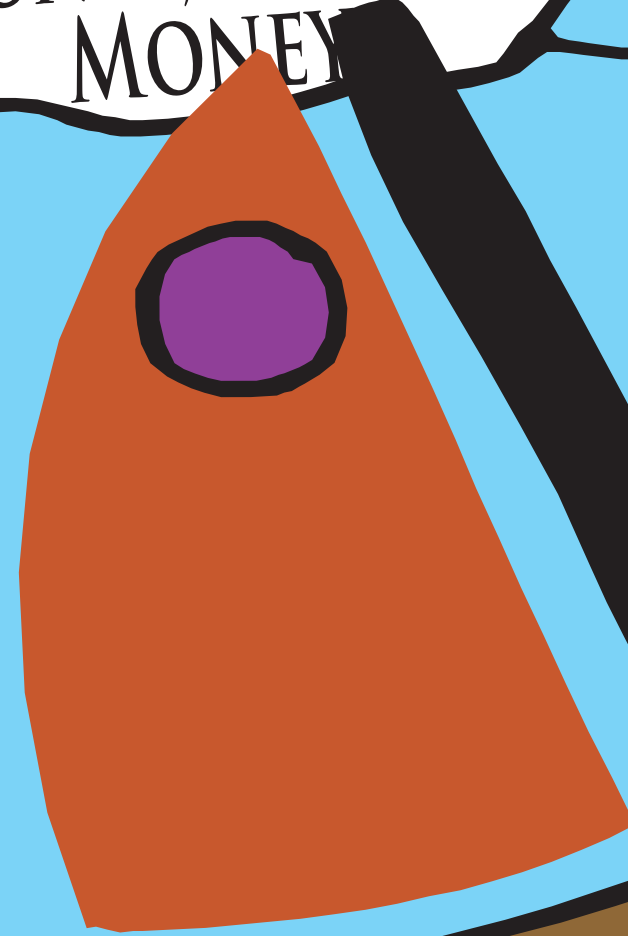
First Year Goals



FINANCIAL

Increased stakeholders' support

MONEY, MONEY, MONEY



CUSTOMER SERVICE

Fewer customer complaints

MAKE MY DAY

Newport Pier



ORGANIZATIONAL READINESS/INTERNAL PROCESSES

More proficient staff

READY, SET, GO



RESOURCES PERSPECTIVE

Better used
collection

CLEAN SWEEP